CITY OF KENT POSITION DESCRIPTION

Position Inventory Number:				
Classification Specification:	ADMINISTRATIVE SECRETARY I			
Salary Range:	AF 20			
Position Description:	Administrative Secretary I			
Incumbent:				
Location: Community Development - Administration Division				

GENERAL PURPOSE:

Under the direction of the Administrative Assistant III, provide a variety of complex tasks related to the permit process and land use applications pertinent to State and City regulations, laws, and resolutions. Provide administrative, technical, and secretarial assistance to the Community Development Department and the Hearing Examiner. Provide customer service to citizens; intake permit applications, and help organize office activities and coordinate communication with other functions, outside agencies and the general public.

Work is characterized by detailed and specialized duties assisting customers, developers, and City staff with technical and procedural aspects of the permit process. Perform a variety of sensitive and administrative and secretarial tasks including, but not limited to, serve as an Administrative Assistant for the Hearing Examiner, process a wide range of permit applications, and may provide work direction and training to new clerical employees including temporary staff. The incumbent in this position is also required to organize and maintain a variety of complex filing systems, prepare letters, reports, bulletins, correspondence, minutes and public notices with a high degree of accuracy, often on short deadlines.

Work is performed under general supervision. Supervisor defines objectives, priorities, and deadlines; and assists incumbent with unusual situations, which do not have clear objectives or precedents. Incumbent plans and carries out assignments and handles problems and deviations in accordance with instructions, policies, procedures and/or accepted practices. Work is evaluated for technical soundness and conformity to practice and policy.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Process applications and appeals, to include but not limited to, land use, conditional use permits, long subdivisions, variances, rezones, Planned Unit Developments, administrative approvals, binding site plans, street vacations, multifamily design review, downtown design review, shoreline management, building and fire permit appeals, reasonable use permits and code violation hearings.

Route land use applications. appeals, and other related documents to City departments and outside agencies (determined by complex guidelines depending upon the type of application). The routing includes but is not limited to the following items: the application, site plan, and various types of plans related to sewer, water, drainage, landscaping, and structure.

Intake and enter all types of land use applications into KIVA tracking system, set up files, create and maintain Application Log book, prepare Rolodex card, and distribute applications to appropriate City staff and agencies as determined by pre-determined procedures.

Create and prepare mailing lists using the 300-foot radius program from Arc-View. Create and issue public notices to citizens and parties of record using the mailing list and fax public notice to the newspaper.

Prepare and distribute meeting notices, staff reports and agendas for Hearing Examiner public hearings; prepare file, prepare public notices, attend Hearing Examiner public hearings to record proceedings or receive exhibits, and prepare a witness list and exhibit list. Prepare Council Chambers for public hearings and monitor Lanier cassette equipment during the hearings. Assist with the preparation and issuance of the Hearing Examiner's Decision/Recommendation to applicable parties.

Prepare and distribute verbatim minutes (when required for appeals to the City Council or Superior Court). Maintain the Hearing Examiner's official record for possible preparation and certification of local jurisdiction records to Superior Court.

Collect statistical data and back-up material for the Hearing Examiner and prepare administrative reports and maintain files, including Hearing Examiner's official record, at times for matters which are appealed to the City Council and/or Superior Court; conduct research and compile and analyze data.

Prepare Hearing Examiner code violation files; issue hearing notices and interact with other departments on code enforcement matters before the Hearing Examiner. Attach Hearing Examiner documents in KIVA, and route final approved letters to appropriate parties/staff.

Provide customer service to the Community Development Administration and Planning Services front counter.

Provide information to supervisors and administrators, other City departments, outside agencies and the public; interpret and explain City laws and guidelines, policies, programs, rules, requirements and procedures.

Prepare, proofread and edit correspondence, reports, bulletins, minutes, public notices, resolutions and confidential material independently from rough drafts, transcription machine tapes or verbal instructions.

May provide work direction to clerical support staff; train and orient newly hired staff.

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Prepare, process and enter Community Development's payroll in a timely and efficient manner, provide assistance to personnel with questions related to payroll and employee self-service; process personnel related forms and documents; and run reports as requested.

Originate and independently prepare material for the Director's approval.

Open, sort and route mail; develop and maintain a variety of office forms and procedures; organize and maintain complex, inter-related filing systems including a variety of confidential files, records and information for the department as assigned.

Answer and screen telephone calls, greet office visitors; provide information and assistance, take messages and/or refer callers or visitors to appropriate personnel.

Operate dictation equipment and standard modern office machines and equipment such as computers and related software.

Cross train and provide backup to other administrative staff as needed; advise Planners on administrative processes.

Archive Hearing Examiner documents/record according to City's Record Management guidelines, including scanning and indexing into City's document imaging system.

PERIPHERAL DUTIES:

Perform related duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

KNOWLEDGE OF:

- Permits and land use processes, plans, and related documents
- Governmental regulatory responsibilities, land use applications, and related documents
- Basic municipal government policies, procedures, and structure; applicable local, state and federal laws, codes, regulations and ordinances
- Basic principles, practices, and procedures of governmental budgeting, accounting and purchasing including preparation, monitoring, transferring, and reporting
- Modern office practices, procedures and equipment including transcription equipment, personal computers and related software such as word processing and spreadsheet programs
- Record-keeping techniques
- Telephone techniques and etiquette
- Oral and written communications skills
- City organization, operations, policies and objectives
- Correct English usage, grammar, spelling, punctuation and vocabulary
- Principles and practices of training and providing work direction
- Interpersonal skills using tact, patience and courtesy
- Basic research methods
- Quality customer service principles and practices

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SKILLED IN:

• Use of interpersonal skills effectively in a tactful, patient and courteous manner to promote a positive and professional City image

- Basic research methods
- Transcribing dictation accurately at an acceptable rate of speed
- Compiling, organizing and summarizing complex, detailed material in report form
- Compose, independently or from tape or oral instructions, letters, notices, bulletins or other material
- Maintaining a variety of complex filing systems, records, and reports
- Use of oral and written communications skills
- Principles and practices of training and providing work direction
- Basic principles, practices, and procedures of municipal and governmental budgeting, accounting and purchasing including preparation, monitoring, transferring, and reporting

ABILITY TO:

- Perform complex administrative and secretarial duties with speed and accuracy
- Compose, proofread and edit routine and special or general correspondence and reports including notices, letters, memoranda, minutes, etc.
- Use appropriate telephone etiquette and techniques to properly assist a diverse assortment of inquiries and persons
- Complete work in a timely manner despite numerous interruptions
- Establish and maintain cooperative and effective working relationships with others
- Read, comprehend, apply and explain governmental laws, rules, regulations, ordinances including City and departmental policies and procedures as applicable to the operations of the department/division
- Learn the organization, functions and policies of the assigned City department/division and work within the scope the authority outlined
- Orally communicate with, present information to, and respond to questions from managers, co-workers, City employees and departments, and the general public
- Add, subtract, multiply, and divide quickly and accurately; compute rate, ratio, and percent; and create graphs and charts
- Apply common sense understanding to carry out instructions furnished in written or oral form and deal with problems involving several variables in standardized situations
- Analyze situations accurately and adopt an effective course of action
- Work independently with little direct supervision and maintain confidentiality
- Function effectively as a member of the "team"
- Plan and organize work to meet schedules and timelines
- Maintain flexibility in work hours as well as work assignments to support the team as a whole
- Train and provide work direction to clerical and secretarial staff as assigned
- Operate a variety of office machines, software programs, computer workstation and equipment

EDUCATION AND EXPERIENCE:

Education: High school diploma, general education degree (GED), or equivalent, supplemented

by some college level course work or training in administrative support; and

Experience: Three (3) years of increasingly responsible secretarial and administrative

experience including at least one (1) year of secretarial support of a commission or

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special group.

Or:

In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge and ability to perform the essential duties and responsibilities listed above.

LICENSES AND OTHER REQUIREMENTS

- Customer service experience is preferred
- Prefer the ability to operate transcription machines efficiently
- Must be willing to cross train and provide back up for other staff

MACHINES, TOOLS AND EQUIPMENT USED

Typical office machinery and equipment including, but not limited to, personal computer, word processing and spreadsheet software, printer, telephone, fax and copy machines, calculator, projector, tape recorder and typewriter.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; talk; and hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 35 pounds.

Specific vision abilities required by this job include close, distance, color and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Performs work in an indoor office environment, subject to multiple interruptions by walk-in citizens, employees, telephone calls, and interoffice activities. While performing the duties of this job, the employee could be exposed to individuals who are irate, angry or hostile. The noise level in the work environment is usually moderate.

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SIGNATURES	6:			
Incumbent		Date	Supervisor	Date
Approval:				
Department	Director/Designee	Date	Employee Services Director	Date
**Note:		ance appraisal	d and updated annually at to when this position becomes significantly.	

Revised 06/16/09